opentext™

Enterprise DevOps: Continuous Delivery Services

Accelerate innovation and application release end-to-end

Many organizations recognize OpenText™ DevOps as the best way to deliver value faster, reduce risk, and achieve outcomes for both the organization and customers. Many have taken a bottom-up approach: adopt an initial set of capabilities, depending on their needs, and expand from there. While this seems like a reasonable approach, it suffers from one serious drawback: adopting one DevOps capability after another in a piecemeal manner is incredibly challenging and usually does not deliver on the end-to-end DevOps promise.

OpenText™ Enterprise DevOps: Continuous Delivery Services bring a top-down approach to complement the bottom-up one you have likely taken. Together, they will help you achieve the primary DevOps objective: accelerating application delivery.

The Whole Is Greater Than the Sum of Its Parts

OpenText™ Continuous Delivery is about accelerating application delivery end to end.

Continuous Delivery is comprised of Continuous Integration, Testing, Deployment and Release. However, the whole is greater than the sum of its parts. If you started with Continuous Integration, moving to Continuous Testing is more than just adding test automation. It is about changing how dev and test teams collaborate. Adding Continuous Deployment and Release is more than adding automated infrastructure provisioning. It is about changing how apps and ops teams work together. All these changes necessitate not just new technology but alignment of processes, teams, and KPIs. In fact, it is in the latter components that the tough challenges lie.

DevOps spans the entire IT Value Chain, and driving adoption of the necessary changes across technology, process, culture, and overall mindset is key to success.

Our Approach

At Professional Services, we have helped many customers succeed with a "think big, start small" approach. This approach uses our Enterprise DevOps Operating Model to set the vision, and starts the implementation where you can make the biggest impact in the shortest time through:

- Our Enterprise DevOps Model Office reference implementation
- Best-of-breed (OpenText, third-party, and Open Source software) technology stack
- Our Enterprise DevOps Operating Model with its process maps, KPIs, roles and responsibilities, and Scaled Agile Framework (SAFe) alignment

- Management of Organizational Change to drive adoption and cultural change

Our approach is iterative. We:

- Assess your current capabilities
- Develop a prioritized roadmap of activities, clearly identifying quick wins as well as mid- and long-term initiatives
- Accelerate implementation using the Model Office as the reference point
- Combine coaching with Management of Organizational Change consulting to assist with the adoption of any new DevOps practices, processes, and tools
- Drive continuous execution, in line with the roadmap

Protecting Your Investment

We recognize that you may have already made investments in your tooling. We protect your investment with our best-of-breed approach. Our DevOps Model Office provides pre-configured integrations, using our Common Integration Framework, between our software solutions (such as OpenText™ ALM Octane and OpenText™ Hybrid Cloud Management Suite) and your third-party and OpenText™ Open Source tools (such as Jenkins, Bamboo, Chef, Puppet, and Git).

Figure 1. Continuous Delivery

Service Overview

Continuous Integration

Continuous Integration is a practice that encourages developers to collaborate closely while focusing on code quality. It requires them to check- code into a shared repository several times a day, where it is verified by an automated build. This enables development teams to detect problems early in the cycle.

OpenText™ Continuous Integration Service implements these principles and helps you adopt capabilities such as:

- Common approach and integrated tooling platform for IDEs, source control, build, testing, and deployment tools

- Better code quality techniques (e.g. static analysis, code decoupling, and unit testing)
- End-to-end continuous integration process: from check out, through unit testing, to build and deployment
- Rapid provisioning of development and test environments

Continuous Testing

Continuous Testing is the practice of executing automated tests as part of the software delivery pipeline, to obtain immediate feedback on the business risks associated with the software release. It requires developers and testers to work together to improve the overall quality of the product. It augments Continuous

Integration as it allows teams to scale work volumes and process more changes without compromising quality.

OpenText Continuous Testing Service implements these principles and helps you to adopt capabilities such as:

- Accelerated testing with a collaborative test-driven approach
- Automated testing capabilities across all stages
- Shift-left testing with network, service and data virtualization
- Overall test process Integrated with development, build, and deployment

Continuous Deployment & Release

Continuous Deployment & Release is a practice that promotes a successful build across the stages of the DevOps pipeline and makes it available for deployment in production. The stage gates of the pipeline can be fully automated using test status as a decision criterion or can involve a human decision maker.

This practice bundles applications, infrastructure, middleware, and their supporting installation processes and dependencies into release packages that transition across the lifecycle. It creates a repeatable, reliable process for deployment and release into production by providing process automation that orchestrates complex deployments across all of your enterprise environments. Deployment and release automation bridges the DevOps divide by simplifying and automating handoffs and deployments across development and operations teams.

OpenText™ Continuous Deployment & Release Service implements these principles and helps you adopt capabilities such as:

- Defined, enforceable release processes, from planning to production
- Choice and flexibility with support for hybrid cloud, Docker-based and mobile deployments
- A centralized release calendar, detailed process metrics, and easy-to-use dashboards
- Simplified decision making, approvals, request routing, and issue remediation
- Automated application and platform deployment, with fully orchestrated IT processes and actions

Benefits

Our Continuous Delivery Service can provide you immediate and tangible benefits:

- Accelerate the pace of your application release without compromising quality and security

- Increase agility by ramping up test velocity, coverage, and efficiency
- Reduce the cost of development through early defect detection
- Improve productivity through better orchestration, collaboration, and feedback

The OpenText Professional Services Difference

We provide unmatched capabilities with a comprehensive set of OpenText™ Enterprise DevOps consulting and implementation services and unique intellectual property that help you accelerate innovation and deliver high-quality applications faster. We bring:

- Market-leading technology
- Unique DevOps Operating Model and Model Office reference implementation
- Global reach with practitioner-level experience in implementing DevOps tool chains within complex organizations
- Expertise in OpenText™ tools and their practical application for DevOps
- More than 20 years of experience helping large, complex, global organizations realize value from their OpenText investments
- Knowledge, expertise, and experience in managing organizational change for transforming organizations
- Best-of-breed tool frameworks for continuous integration, testing, delivery, deployment, operations, and assessment
- Extensive educational services for Enterprise DevOps, OpenText™ Scaling Agile Framework, and OpenText™ Application Lifecycle Management

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